Motor Vehicle Services
TALE LITE
NOVEMBER 1988 VOL. 1, NO. 12 New Jersey Department of Law and Public Safety, Division of Motor Vehicles

Trenton Regional ribbon cutting is Nov. 30

The main entrance of the Trenton Regional Service Center. (More photos are on Page 4.)

Visit by Governor, receptions planned

The Trenton Regional Service Center will open on Wednesday, November 30 with a ribbon cutting at 2:30 p.m., followed by a reception and guided tours through the renovated Uptown (Sears) Building and a special visit by Governor Thomas H. Kean.

In addition to the Governor, Attorney General Cary Edwards and Director Glenn R. Paulsen will officiate at the ribbon cutting ceremony, to which state and local dignitaries, members of the Governor's Intergovernmental Task Force, Private Sector Advisory Panel and Strategic Target Groups have been invited.

The Trenton Regional Service Center marks the third Motor Vehicle Services' regional center to open this year. The first was the Deptford Regional Service Center, on January 20, and the second was the Wayne Regional Service Center, on August 25.

"We are meeting the goals of our rebuilding effort by providing services to motorists where they live and work, and providing them in a clean, pleasant and efficient environment," Edwards said.

Howard Pollak is the new Trenton regional manager, and Linda Rice is the Trenton ombudsman.

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New ID badges for all employees

Motor Vehicle Services employees are participating this month and next in a new Photo Identification Program that will provide attractive, new ID badges for all employees.

To meet a very tight timetable, employees who are moving to the Trenton Regional Service Center in the Uptown (Sears) Building are being scheduled for their photo sessions first in order to provide them with new badges by the opening of the Center on November 30. All other Trenton area employees should be given badges by January 1.

A plan for providing ID badges to Customer Service employees at field sites is also being developed.

Each unit will be notified a few days before the unit is scheduled for badge

(Continued on Page 9)

Ho! Ho! Ho! Come to the MVS Christmas party on December 16

Motor Vehicle Services' Christmas party will be held Friday, December 16 from 6:30 p.m. until 1 a.m. at the West Trenton Firehouse, Upper Ferry Road in Ewing township.

Tickets are now on sale from floor representatives at a cost of $12.50 per person or $25 per couple. The deadline for purchasing tickets is December 9. Checks should be made payable to: MVS Activities.

Music will be provided by D.J. Dave Hoeffel of "Sound Choice." Open bar will begin at 6:30 p.m. and hors d'oeuvres will be served.

The menu consists of a choice of top sirloin or stuffed capon, with fruit cup, salad, pencil points, potatoes, vegetables, rolls and butter. Dessert is ice cream with chocolate topping. A mid-

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THE TALK AT MVS

Driver Improvement Analyst **Terry Jones** of the Systems Administration Unit extends his sincere appreciation for the cards, flowers and expressions of sympathy sent to him upon the death of his mother.

William Mount, 3rd, son of **Linda and William Mount,** both of the Driver Control Section, has enlisted in the Army Reserves. After basic training at Fort Jackson, S.C., he will study telecommunications during advanced training.

An April 1989 wedding date has been set by Service Support Representative I **Kimberly Radice** of the Office of Special Assistance and Customer Complaints. She will be married to **William T. Kruty,** owner of a towing business, in St. Marks Church, Pennington.

Driver Improvement Analyst III **Carol Suta** was married to **Robert Capone,** a Trenton police officer, on September 17 at Saint Mary R.C. Church in Bordentown. The reception was held at Cedar Gardens, followed by a two-week honeymoon in Hawaii.

Jeraldine A. Offermann, personnel aide I in the Payroll Unit, was married recently to **Anthony J. Parker,** an employee of a safe and lock company.

Winifred D. Swinney, receptionist on the first floor of the Nevius Voorhees Building, will be married December 31 to **Steven James Dixson** of Trenton in the Shiloh Baptist Church, Bordentown. They plan a honeymoon in the Poconos.

Principal Clerk Stenographer **Carole Kimble** of Internal Audit was married October 8 to **Joseph M. Pfieffer.** They honeymooned in the Poconos.

Service Support Representative I **Doris Darnell** of the Bureau of Fiscal Operations and her husband, **Howard,** are first-time grandparents, with the arrival on October 29 of **Jaymes David Darnell** to their son, **Jim Darnell,** and his wife, **Lilian.** The boy weighed seven pounds, six-and-a-half-ounces.

Sam Lagana enjoys his retirement dinner given by co-workers. He was Acting Assistant Chief of Driver Control Services when he retired on May 1. In his nearly 25-year career at MVS, he served in various positions, including supervisor of the Telephone Center, the Hearing Unit, the Revocation and Restoration Unit, and as supervisor of the Visitor's Unit on the first floor of 25 South Montgomery Street.

Congratulations to **Regina White,** senior driver improvement specialist in the Bureau of Driver Control, upon the birth of her first grandson, **Loren Everette Parker Boone,** born to her son, **Harold Boone** and his wife, **Linda,** on October 23. The boy weighed in at six pounds, 14 ounces. Ms. White has two granddaughters, **Aleah** and **Christianna.**

The staff of the Toms River Inspection Station extends congratulations and best wishes to Safety Specialist III **Richard P. Cook** and his new bride, **Dayna,** on their marriage October 8. The couple honeymooned in Florida.

Driver Improvement Analyst II **Christine Becker** of Regulatory Affairs turned actress recently when she portrayed "Mrs. Cratchit" in the musical production of "Scrooge," which ran for two weekends in November at the Mill Hill Playhouse.

Condolences are extended to **Regina Pietras,** support representative II in the Driver Control Bureau's prescreening unit, and her family on the recent death of her husband, **John Pietras,** an area photographer.

Ho! Ho! Ho! Come to Christmas party on December 16

(Continued from Page 1)

night continental breakfast also will be served.

The floor representatives in charge of tickets are:

25 South Montgomery Street—first floor, Janet Bodnar; 2nd floor, Sally Anderson; 3rd floor, JoAnn Lombardo; 4th floor, Maryann McKeever; 5th floor, Nancy Woznicki; 6th floor, Debbie Queen, and 7th floor, Mary Kline.

135 East State Street—ground floor, Robert Munn; 1st floor, Valerie Todaro; 2nd floor, Chris Luciano; 3rd floor, Karen Schuster, and 4th floor, Nancy Torres.

137 East State Street—basement, Ed Green; 1st floor, Valeria Hamilton; 2nd floor, Darlene Swinnerton; 3rd floor, Mazie Kerrigan; 4th and 5th floors, Hattie Anderson, and 6th floor, Rose Mary Militig.

Quakerbridge Plaza—Building 5, Audrey Kerstetter; Building 12A, Ida Rotundo, and Building 11, Maryann Patton.

Wayne Regional Service Center—Jo Ann Clarke.

Deptford Regional Service Center—Frank Costantino.

Trenton Regional Service Center—Lucy Petrangelli.

All other field locations—Renate Gribbin, Building 5, Quakerbridge Plaza.

Card of thanks

My daughter and I want to thank you for your kindness to us at the time of our recent fire. Words cannot express our gratitude to all of you. Because of your help we are well on the way to recovery.

The children are clothed and our roof is fixed. To everyone who worked and to those who gave, thank you all from the bottom of our hearts.

Family of Evelyn V. Blue
and Joelle Daniels

(A collection by MVS employees has helped the Blue family replace clothing and other items lost in a fire July 13 at their house on Columbia Avenue in Trenton. Ms. Blue is a service support representative II in the Office of Special Assistance and Customer Complaints.)

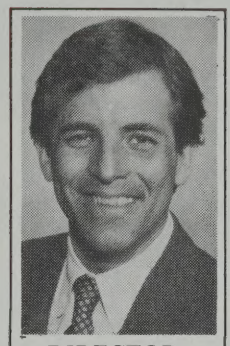
DIRECTOR'S MESSAGE

Some Thoughts at Thanksgiving

At least once a year, as Thanksgiving rolls around, we are reminded of all the things that we should be thankful for, from good health for ourselves and our families to national peace and prosperity. And, like everyone else, I have a long list of those personal "thanks." But beyond my individual thanksgivings, I would like to express to each of you my appreciation and gratitude for the wonderful job you have done in helping to rebuild Motor Vehicles, as well as for the personal sacrifices of time and energy so many of you made to ensure that the promises the Governor, the Attorney General and I made to the citizens of New Jersey would be fulfilled.

Let me thank you too for your continued patience and support during all the months of uncertainty, and all the frustration and anxiety that have characterized the enormous task that we are accomplishing. To say it has not been easy would be an understatement. And when we were finally able to offer some measure of recognition for all your efforts through a restructured division providing new opportunity, new job titles and increases in your pay, I must once again thank you for your patience in waiting, uncomplainingly, to receive the raises provided for in our new organizational structure.

"Let me thank you for your continued patience and support . . ."



DIRECTOR PAULSEN

I am also thankful that we were finally able to fulfill a particularly important goal of mine—to catch up on recognizing your years of service to this organization through the service awards ceremony. I can say with some pride that with the presentation of 1988 service awards, we will be up-to-date, and I can also say with some pride that through the structure we have established, these very important recognition ceremonies will never be overlooked again. Thank you very much for your patience as we endeavored to catch up and for your dedicated service.

And finally, I am thankful that I was able to report that many of you will be in newer, cleaner, more professional surroundings in the future either because you will be working in one of our Regional Service Centers, a new agency, a new inspection station, or a new central headquarters. Perhaps more than anything else this is the accomplishment of which I am most thankful. Rest assured, we will finish this task!

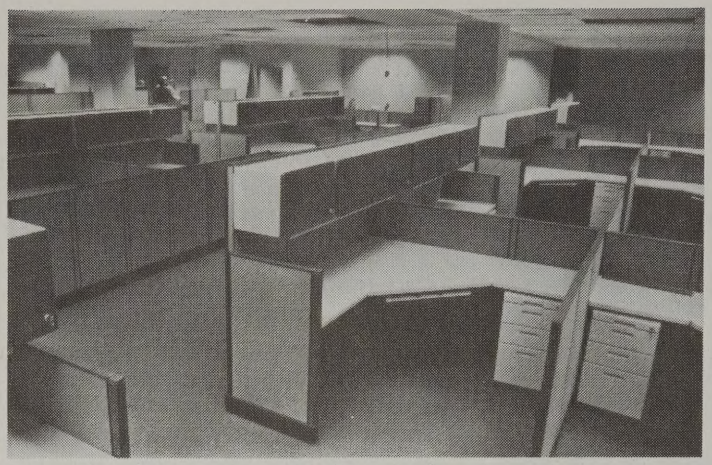
I know the last few years have not always been easy, but they have certainly been challenging, and I am filled with a sense of pride at our accomplishments. I hope this Thanksgiving is a happy and prosperous one for each of you and that you can look forward to the new year with enthusiasm and anticipation.

Sincerely,

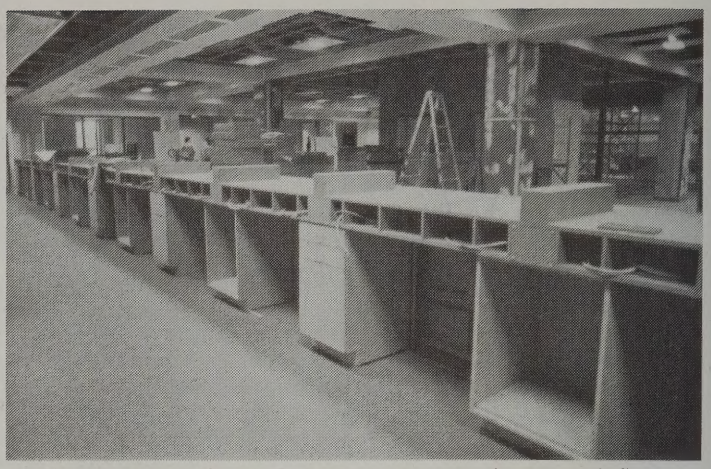
Glenn R. Paulsen
Director

Which podium is which?

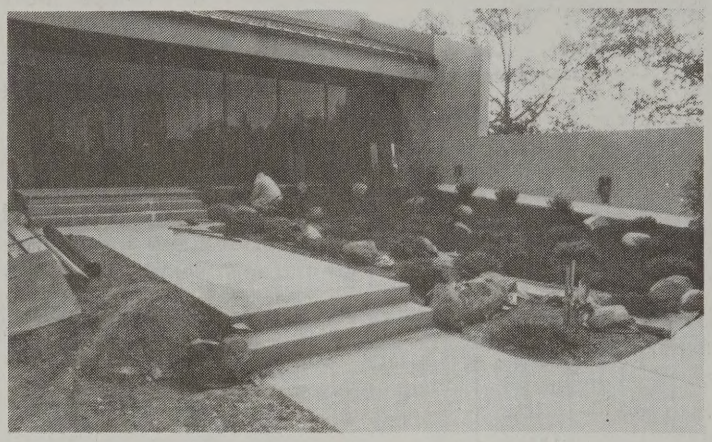
Director Glenn R. Paulsen admires two podiums built for him by the staff of Facilities Management. The podium with the light bulb (left) was built for laughs by (from left) Gregg Zoltanski, Dominick Gervasio, Andro Markowitz, and Mike Calabrese. The Director presented this podium to Attorney General Cary Edwards at the 1988 service awards ceremony October 28 in the Justice Complex. The podium on the right is the one the Director will be using when he makes speeches and presentations.



Attractive work pods allow for employees' privacy.



Counters waiting to be put to use on the second floor.



A garden in the rear will delight visitors.

Workmen set up counters on the first floor.

Inside Trenton Regional Service Center

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Among the operational areas that are moving into the new Trenton Regional Service Center are the following units:

Ground Floor (Basement)

Information and Systems Management, including the following units: Certified Information, Abstract, Violation Records, License and Registration Look-up, Teletype, and Fax Support; Facilities Management; and the Health (Nurse's) Office.

First Floor

Manager's Office, Ombudsman's Office, Special Assistance and Customer Complaints, Insurance Surcharge, Trenton 1 Motor Vehicle Agency, and Driver Testing, offering vision and written law knowledge tests.

Second Floor

Driver Conferencing Unit, serving walk-in customers and customers scheduled for prehearing conferences, Probationary Driver Unit, Fee Collection Unit, Word Processing Center, Security Responsibility and Judgment Units, Fatal Accident Review Unit, Medical Fitness Review and Driver Reexamination Unit, and Call-Back Unit.

Third Floor

Driver Education and Improvement and Driver Control Services including the following units: Correspondence and Typing, Office of Administrative Law (OAL) Liaison, Compulsory Insurance, Accident Reporting and Evaluation, and Suspension / Restoration Authorization.

Model agencies open in Lodi, Wayne, Rahway, Bakers Basin, Newark, Salem

Motor Vehicle Services on November 9 opened three new full-service model agencies at renovated, state-owned facilities located in Lodi, Wayne and Rahway, and on November 14 opened two more model agencies at Newark and Bakers Basin. The model agency at Salem opened November 15.

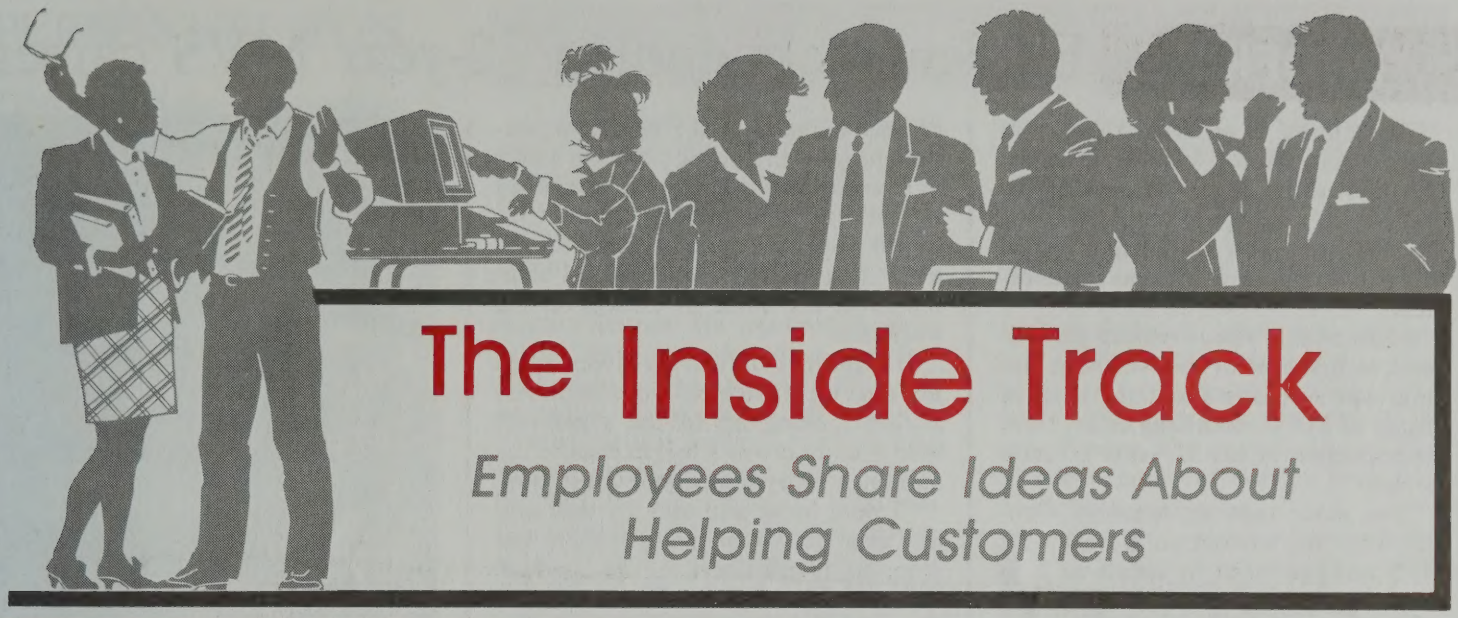
The renovations increased the size of the agencies to approximately 5,000 square feet, Attorney General Cary Edwards said.

"These new openings are just another attempt by us to give motorists what they pay for—the most effective, efficient, customer service-oriented Motor Vehicle Services in the country," he said.

The MVS agency master plan calls for the renovation and relocation of local motor vehicle agencies to provide for 52 modern, spacious, comfortable agencies where motorists can conduct most routine motor vehicle business.

In addition to the six agencies opened November 9, November 14, and November 15, MVS has operating model agencies in Camden, Vineland and at its two new regional service centers in Deptford and Wayne.

"I think visitors to the agencies will find the surroundings far more pleasing and comfortable than ever before," Director Glenn R. Paulsen noted.



The Inside Track

Employees Share Ideas About Helping Customers

The following comments were written by employees who responded to the Employee Survey Cards. For those who wish to share ideas, stories, techniques or procedures that you believe improve service to customers, please feel free to fill out a survey card and send it in. Comments will be printed in the TALE LITE each month.

I've improved service by using the telephone to advise and answer questions. This usually works better than correspondence. The public is very appreciative of this type of personal service and this usually cuts down the time involved in resolving the problem.

Michael LaRossa
Driver Improvement Analyst
Surcharge and Collections Bureau

* * *

Great help: Word processor for STG group, pleasant and personable manner with fellow employees and general public, and the MVS Telephone Manual.

Perin Hobson
Service Support Representative I
Office of Public Affairs

Always put customers at ease with a pleasant greeting no matter where you see them in the building. Once they are in the building they are like a guest in your home.

Susan L. Shedrowitz
Customer Service Information Specialist I
Information Systems Management Correspondence Unit

* * *

I just think it would be nice to have an MVS choir for anyone who would like to join. Especially for Xmas time or special occasions. I, myself, love to sing.

Ms. Londell Leonard
Service Support Representative I
Transaction Audit Unit

* * *

The Insurance Surcharge Unit has always been customer oriented. However, past procedural and technical problems sometimes interfered with good service. Almost all of these problems have been solved, and our service capability is now at an all-time high.

Ed Ramsey
Driver Improvement Analyst
Surcharge and Collections Bureau

* * *

If a customer is upset or has a problem and I can help, I tell them I will personally handle it for them (as long as I know I can), and I follow through. I've gotten back a few nice thank-you letters from customers.

Rachel Gierman
Senior Clerk Typist
Out-of-State Unit

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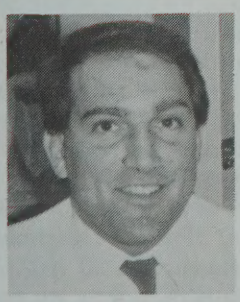
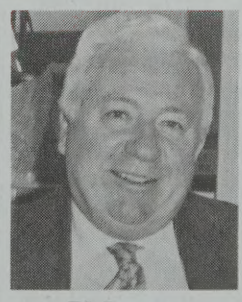


Michael LaRossa

Perin Hobson

Susan Shedrowitz

Londell Leonard



Ed Ramsey

Rachel Gierman

PROFILE

Ed Smerecki ending 32-year MVS career

"It's almost a miracle. There's no comparison. Motor Vehicles has not only turned the corner to provide the best possible service to customers, but the employees now are being given so many more opportunities for advancement."

Ed Smerecki, who is retiring December 1 as manager of the Northern Region, was speaking about the positive results of MVS' rebuilding effort from a perspective of his 32 years of state service.

"I've never seen an Attorney General who has worked so closely with MVS and has been so visible to turn this organization around. We old timers think it's a dream come true," Smerecki said as he prepares to leave state service.

"In the late '60s and early '70s there used to be up to three-hour waits at inspection stations. I remember that in those days lines were so long that we sometimes had to close the lanes at 10 a.m. to be able to finish all the inspections by 5 p.m. We have come a long, long way," he recalled.

"We old timers think (the rebuilding) is a dream come true."

Smerecki joined MVS August 6, 1956 as an examiner at the Westfield Inspection Station, beginning a career that saw transfers to many stations, including those at Union, Bridgeton, Lodi, Newark, Secaucus, Eatontown and Plainfield.

He recalls that to avoid the long commute home during the 14 months he was assigned to the Bridgeton station, he lived in a rustic cabin on a lake in Cumberland County that resembled the one in "On Golden Pond." He rented the cabin for $50 a month and lived there during the week and commuted to his home in Edison on the weekends.

He said that early in his career, when he was an examiner, he remembers always looking up to the supervisor who usually drove a big, expensive car and knew everything about the station.

"I went home and told my wife that if I ever get to be a supervisor, I'm going to have a Cadillac," he laughed.

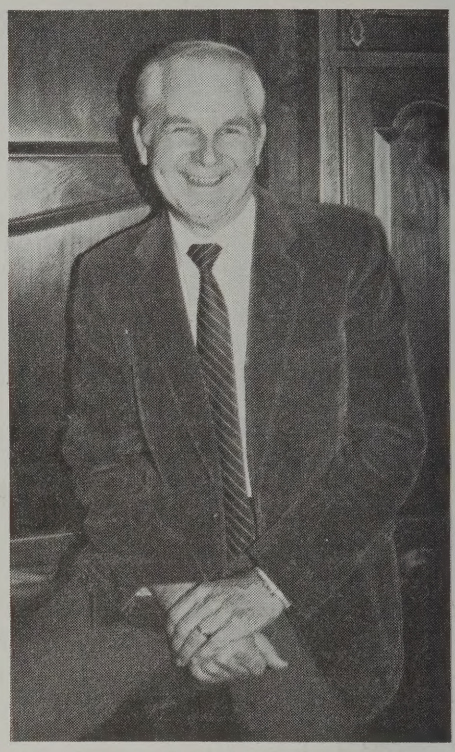
Then after he was made the supervisor at Eatontown, he noticed that every day there were two maintenance men who drove in, one in a Chrysler Imperial and the other in a Lincoln Mark IV. "And there I was, the supervisor, coming to work in a Volkswagon beetle," he said.

Later, when he was transferred to Plainfield as its supervisor, he was only 15 minutes from his home and used a bicycle to get to work. "Then I told my wife, 'here I am a supervisor, and going to work on a bike,' " he said.

Smerecki said the turning point in his career came in 1975 when he was interviewed by Donald H. Giberson, then chief of the Bureau of Certificate of Ownership (now administrator of Customer Services) for the position of senior investigator for the reinspection program in the private garages. Smerecki accepted the job even though it meant a $1,500 pay cut.

"This eventually led to my appointment as manager of the Northern Region," he said.

In between, he served as assistant supervisor of Buildings and Equipment, and later as assistant chief of Vehicle Inspection. He was named Northern Regional manager in 1983.



ED SMERECKI

He has received a number of honors in his long career, including an Outstanding Performance Award from the Governor in 1971, a state suggestion award in 1981, and an award for designing the Motor Vehicle Credit Union logo in 1983. His suggestion award was for recommending that private garages be held responsible for any lost or damaged reinspection stickers, which avoided the necessity of MVS absorbing the cost of replacing the stickers.

Smerecki and his wife, Jean, live in Kendall Park. They have two married

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Revving for retirement: Nyfield loves his motorcycle

There's no rocking chair in Art Nyfield's retirement plans. Instead, you'll most likely find him astride his Honda Goldwing touring motorcycle, with the open road ahead.

After serving Motor Vehicle Services for 22½ years, Nyfield retired on November 1 as supervisor of the former Mount Holly Inspection Station. (The Mount Holly station was recently closed, and replaced by a new temporary station in Southampton.) He now has more time to enjoy motorcycling, a pastime that has enabled him to see much of the country from its back roads and small towns. He has been driving motorcycles since 1939.

A member of the American Motorcycle Association, the Mid-Jersey Retreads, the Goldwingers and the Golden Riders, Art and his wife, Claire, in the summer travel about 100 miles a day by motorcycle. These trips have included excursions as far from their Cherry Hill home as Seattle, Wash., and Daytona, Fla.

"We've been to many national parks and historic sites, and we know where all the good restaurants are," he said.

They have also driven the Ramapo 500, a motorcycle route through New York State, New Hampshire, Massachusetts, Connecticut and Vermont, totaling about 525 miles.

Where is the next "X" on the Nyfields' road map? "For the Christmas holidays, we are planning a ski trip to Stroudsburg, Pa., and in March, we are going to visit friends in New Mexico," Nyfield said.

PERSONNEL TIPS

Pension phone counselors

By ED BESKO

Employees frequently show interest in specific pension issues, and questions regarding their own pension account.

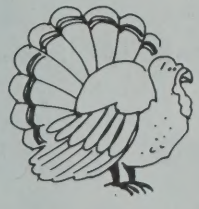
To help answer these questions on an individual basis, the Division of Pensions has established an Office of Client Relations.

Approximately 10 phone counselors assist state employees and retirees by answering questions such as pension enrollments, withdrawals, retirement eligibility, purchasing credit, service credit and life insurance coverage.

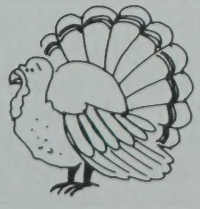
This service can be reached by calling (609) 292-7524. If you wish to visit in person, counselors are available to meet with you. No appointment is necessary.

* * *

For information on obtaining a pension loan or checking on a loan balance, you can call toll free, 1-800-624-2865, from 9 a.m. to 4 p.m. daily. Please have your pension membership number and Social Security number available when calling.



Have a great Thanksgiving! (See you at the Christmas Party.)



RETIREMENTS

Congratulations to the following on reaching retirement:

Edward W. Devine, Safety Specialist II, after 32 years. He joined Motor Vehicle Services July 16, 1956 as an examiner at the Newark Inspection Station, transferring the next month to the Livingston Station. He returned to Newark in 1960 and worked there until July 1975 when he was appointed to the Investigators Unit. When the unit disbanded, he was assigned to the Union Station, remaining there until it closed. He then was transferred to Westfield. He came back to the Newark station in 1985 as a safety specialist II. He worked in the Liaison Support Unit until his retirement.

* * *

Richard F. Robinson, Safety Specialist II, after 25 years. He joined MVS May 20, 1963 in the Camden Inspection Station. He transferred to the Woodbury Station in July 1963, and then to the Salem Station, where he served for one year. From 1964 to 1980 he worked at the Bridgeton Station, before moving to Millville, where he worked until his retirement.

* * *

Harry F. Schroeder, Supervisor, after 25 years. He joined MVS May 20, 1963 as an examiner in Plainfield and was appointed assistant supervisor at Bakers Basin in August 1974. He was promoted to supervisor of Westfield in May 1983. In April 1986 he was transferred to the Central Regional Office in Rahway.

* * *

Boyd G. Beattie, Safety Specialist II, after seven years. He joined MVS September 9, 1981 as a driver license examiner at Rahway, where he remained until his retirement. He was promoted to driver license examiner II in 1983, and in 1985 to safety specialist II. He is a member of American Legion Post 35 and Veterans of Foreign Wars Post 2433, both of Union.

Ed Smerecki

(Continued from Page 6)

daughters, Hedyann Dougherty, the manager of CVS Drugs in Manalapan, and Veronica Jarvis, a recently discharged Air Force captain living in Korea with her fighter pilot husband.

In his retirement, he said, he plans to "throw away the clock and the calendar" and do extensive travel, including a planned trip to Alaska. He will also keep busy painting in oils and watercolors, doing woodworking and gardening, and church volunteer work.

"In all of my assignments in the field, I did a great deal of traveling, so I really got to know the state and meet so many wonderful people. I'll miss everyone I worked with very much," he said.

Don't be a victim!

Safety tips to help prevent thefts

Don't be a victim of theft!

As the holiday season approaches, the MVS Security and Investigation Unit is offering the following security tips to help in theft prevention.

1. Avoid bringing large amounts of cash to work.

2. Secure all valuables under lock and key.

3. Avoid wearing valuable and excessive jewelry to work.

4. Don't be flashy or brag about valuables and possessions.

5. Keep coat racks away from exit doorways and stairwells which are easily accessible to thieves. Hang coats and jackets near your immediate work area.

6. Have personal property marked for identification purposes.

7. Be on the alert for and report suspicious and unknown persons in work areas.

8. Don't leave purses unattended and in view.

Richard E. Bamford, unit supervisor, noted that new theft-reporting procedures are now in effect. Thefts should be reported in the following manner:

The supervisor of the section in which the theft occurred should immediately phone the State Government Security Bureau (State Police) at 2-4653 and make a verbal report.

The supervisor then should write a memo detailing the incident and address the memo to Bamford in the Security and Investigation Unit on the third floor of 25 South Montgomery Street.

1988 presentations bring service awards up-to-date

The years-of-service awards are now completely up-to-date, with the presentation of the 1988 awards now under way. Some of the 1988 awards were given out on October 28 in the Justice Complex by Attorney General Cary Edwards and Director Glenn R. Paulsen. The other presentation ceremonies are scheduled to be held soon. The employees who reached their career milestones during the current year are as follows:

45 YEARS

Eleanor D. Kuhn.

40 YEARS

Rudolph Torlini, Antoinette Colletti, Theresa Sanson, Edward Coppinger, Henry Damato, and Stanley Wierciuch.

35 YEARS

William R. Henn, Lottie Morton, Gladys Roberts, Betty A. Leaver, Virginia Bellando, Audrey Magee, Nancy Valli, Regina G. Lewis, Louis F. Biondi, Peter DiMaria, and Edward S. Matacki.

30 YEARS

Arlene Blackstone, Charlotte Gryziewicz, Lilah C. Laslo, and Veronica M. Gasper.

25 YEARS

Frank J. Rizzo, Horace Womble, Janet Bonifanzi, Bernice Cox, Loretta M. Nunnink, John A. Crovo, James L. Fisher, Clayton Hockenbury, William Jennsch, Thomas R. Johnson, Daniel Keenan, Earl Meekins, Michael Metallo, Henry Pellgrino, Richard Robinson, and Harry Schroeder.

20 YEARS

Eileen A. Bernhard, Joan Kurtz, Mary Miller, Doris Cravens, Gwendolyn Carrier, Elizabeth M. Giambelluca, E. Jane Harrison, Sylvia Hicks, George P. Kinczel, Gerald E. Mills, Nancy L. Ryan, Rose Scozzari, Marie Womack, Ernest C. Coluccio, Jack J. Strulowitz, Curnice L. Boyd, John Czarnogursky, Robert L. English, William Jackson, Richard J. Mason, Mimi Schinasi, George Schwarz, David Stevenson, and Theodore G. Ziegler.

15 YEARS

Rose Bartolini, Carolyn B. Eversole, Patty Gergel, Gertrude E. Harris, Phyllis Y. Mader, William E. Rice, John J. Roman, James F. Turner, Patricia A. Gantt, Mary P. Gerald, Julia Lombardo, Susan E. Tykarski, Bernice Zrinsky, Rosandra D. Avanzato, Violet A. Iodice, Brenda Ledbetter, William P. Maloney, Rae Pontani, Richard Richardson, Susan Smith, Emma Vitangeli, Arlene Davison, Theresa DeLucia, Diane Sommer, John P. Ryan, Sandra P. Gagnon, Joseph DeAngelis, Thomas Bramley, Robert T. Chorba, W. Patrick Scheffer, Michael J. Anton, King B. Bryant, Alex Buscaglia, Kathleen Daily, Richard Dextraze, Joseph Diorio, Joseph Dudkovich, Richard Kolibas, Robert P. Linkert, Peter Lo're, Francis C. Lombardy, George Meadows, Joseph Martinez, William G. Miller, Michael W. Myers, Ernest Parrey, William Reed, Michael Rulli, Edward Seder, Catherine Semienick, Richard J. Simpkin, Denis Smith, Helen Stankov, Michael Stoia, David Tarnow, John Vittozzi, Ralph C. Whilden, Richard Zarkoff, and Hector Cruz.

10 YEARS

Winnifred A. Baker, Elaine M. Blake, Leah J. Clark, Marietta Daddio, Patti Dewitt, Renate Gribbin, Marion B. Hearn, Gale A. Kohler, Shirley E. Lovett, Richard W. Pouria, Kathleen M. Pratt, Ida Rotundo, Cathy Valli, Cheryl A. Woodall, Virginia Windsor, Thomas L. Wright, Gwendolyn Davis, Edward Bratton, Richard Carver, Garlene Davis, Mariana Distephano, Rosanne M. Fairbanks, James G. Healey, Joann Lombardo, Andro Markowitz, Thomas W. McCarthy, Angelo A. Mirando, Beatrice N. Simon, Mark Spague, Lucy A. Swem, George L. Turner, III, Frank Thomas, Frances M. Bird, Eileen G. Kelty, Myrtle A. MacNeal, Jeanette C. Rockhill, Jame Weinland, Lizella Bowser, Susie Campbell, Tina A. Christian, Steven Clayton, Denise F. Cruse, Linda Drombowski, Elizabeth A. Ferrara, Kathleen N. Foley, Martin J. Haas, Nellie M. Hoffman, June Howarth, Beverly A. Kmetz, Harriet E. Lake, Amelia M. Lesko, Sharon T. Malkin, Lula A. Mathis, Constance Moore, Irwin M. Nadel, Anthony R. Parzych, Antoinette A. Pasqua, Marie Quinn, Carol A. Smith, Silvertia

(Continued on Page 9)

NEW FACES

New employees who recently completed their orientation class in the Training Unit at Quakerbridge Plaza are (seated, from left) Keith Sante, Kimberly Cooper, Juanita Quiton, Karen Spinelli, and Lori Domino; (second row, from left) Wendy Gorman, Ruth Dollson, Lori Smilek, Patty DiMemmo, Bernadette Davala, Leslie Spriggins, and Lorraine Foscolo; (third row, from left) Denise Janowski, Cindy Baughman, Bill Miller, Lenny White, and Rick Albertson.

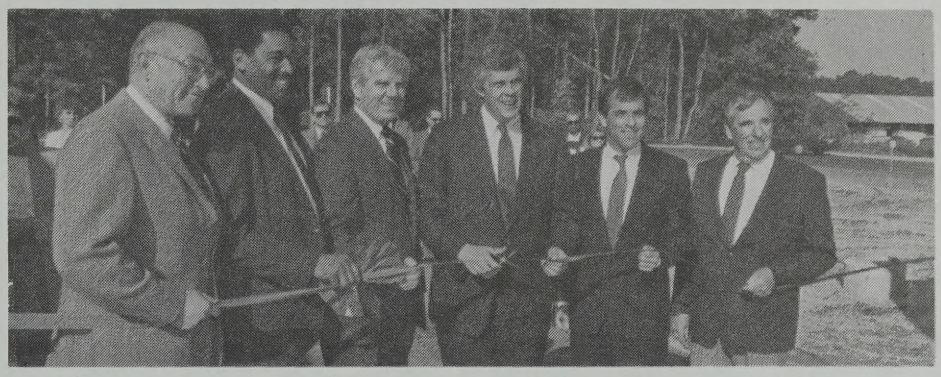
1988 presentations bring service awards up-to-date

(Continued from Page 8)

Smalls, Robert J. Bennett, Theodore Buskiewicz, Samuel A. Coon, Daniel P. Foley, Gilbert Francis, Robert E. Friedman, Kirk Gilfillen, James C. Hall, Patricia R. Jones, Richard M. Jones, Daniel R. Keeley, Greg McAdams, John Mick, James L. O'Donnell, Russell D. Tatum, John Tietjen, Abraham Varghese, Warren Westenburger, and Paul Giordano.

5 YEARS

Director Glenn R. Paulsen, Nancy Alvarado, Fred Bistrong, Regina Costantini, Sharon L. Cubberley, Cora Sue Santopietra, Michele Geraci, Lisa Goldenbaum, Peggy L. Jackson, Sharon Jackson, Mary Ann Johnston, Scott Jones, John P. Kinnevy, Patricia Koleski, Gloria Mack, Margaret Meyers, Paul Minerd, Hazel Nicholson, Thelma Presha, Roselyn Pressman, Howard Prokolyshen, Bernadette J. Richkett, Lisa Sanvardine, Laurie A. Sharpe, Joan D. Sweeney, William Turner, Margaret Williams, Silvan Barkosky, Carolyn A. Francis, Gina Giangiobbe, Nancy G. Grady, Lucille Johnson, Edward Kerch, Bernard Kondash, Maria Lebron, Christopher Luciano, Lucy Martillotti, Patricia Mason, Frank Paparella, Gaetano Pensavalle, Delores A. Stephens, Muriel Alloway, Harold Alvarado, Kimberly D. Benson, Venita A. Broughton, Barbara Burrows, Margaret M. Craigle, Mary Davis, Theresa Dearden, Rosetta Dickerson, Sylvia H. Ellis, Lillian Garcia, Daria A. Gerard, Margaret Green, Gina Iwanowicz, Shimay Mewborn, Thomas S. Mieliwocki, Patricia A. Molis, Walter Musick, Edward R. Norton, Diane L. Pakish, Cynthia A. Rogers, Daisy Santiago, Paul T. Southard, Patricia Williams, Susan Woolford, Beatrice Toloza, Janice Stevenson, Elayne D. Solomon, Delores Sienkiewicz, Janet Samuel, Peter J. Ryan, Kimberly Rockhill, Durant Robertson, Robin Nagy, Antoinette Marshall, Gloria Love, Lisa M. Lanning, Mary Lancaster, Marveina Kitchen, George Kinczel, Sally A. Kelly, Colleen M. Haggerty, Virginia Hackney, Jeanne Greiss, Karen Greham, Sylvia Gilchrist, Stella Eichinger, India A. Duncan, Eugene Duncan, William J. Donahue, Minerva Diaz, Cheryl I. Demby, Justine DeLellis, Theresa Crusaw, Carol A. Carvale, Marlene Bridgeforth, Shirlane A. Bowen, Sandra A. Bound, Diana L. Bishop, Sharon E. Bergner, George C. Benson, Barbara J. Bellamy, Linette Baez, Carol A. Agabiti, Doris J. McKee, Kenneth C. Stevenson, Paul Agey, John Albert, Thomas Alu, III, Alfred E. Anderson, Robert C. Artale, Henry Barkei, Junius Bass, Anthony F. Bell, Charles A. Bonfiglia, Alan Breskin, Michael Bralczyk, William F. Checklowski, David Clark, Thomas Cleveland, William Crawl, Glen H. Davis, Arthur W. Deaver, Eugene Delaney, Joe L. Devlin, Robert Dombrowski, Nancy Ezekiel, Richard Fehrenbach, Steven F. Fleming, Bruce J. Fox, Philip Ginfrida, Mark Goldstein, Thomas Greico, Raymond M. Hagensen, Michael A. Hall, Michael Harajda, Robert H. Hayes, Carl Herman, Jose I. Hernandez, Robert Johnson, Michael S. Kornikowski, Alfred Kreck, George Lech, George MacLear, Kevin P. Mattis, Chester P. McNeill, Daniel Menschise, Kim Myers, Cynthia Miller, Nicholas Minutillo, Patricia Montagna, Vincent Monticello, Robert A. Moorhead, Daniel Nemshich, Dale E. Platt, Otis Rawlins, John Rector, Richard A. Roth, Joseph Safaryn, Delbart Shaffar, Joseph Siano, Gary A. Simpers, Charles Smith, William L. Spencer, Robert Tarantino, Leonardo Valentino, and Thomas P. Dewback.



Southampton station opens

Attorney General Cary Edwards cuts the ribbon opening the temporary, two-lane inspection station on Route 38 in Southampton Township, assisted by (from left) Senator C. William Haines, Burlington County Freeholders Eugene W. Stafford and Francis L. Bodine, Director Glenn R. Paulsen, and Mayor Robert L. Thompson. The station, which will become permanent next year, replaces the old Mount Holly station on Route 38, which was closed October 15. The Mount Holly station was one of the 12 original stations opened in 1938. The opening of the new station and completion of an additional permanent lane at the Delanco Inspection Station on Creek Road in Beverly will provide Burlington County residents with two, two-lane stations in place of two, one-lane stations formerly serving the area.

New ID badges for all employees

(Continued from Page 1)

production.

In discussing the new ID program the Director asked that employees, "please adhere to the badge schedule so that we can replace as quickly as possible the old, worn badges with fresh, new badges more in keeping with our new service image. I know I can depend on your cooperation so we can accomplish this important task."

If the one photo taken of each person is technically acceptable, there will be no "vanity" retakes.

Members of the Employee Photo ID Badge Team are:

Planning the project—Georgette Jensen, Ed McGrath, Beth Probola, Gary J. Scaramozzino, Pat Summers, and Tom Wright.

Badge production—Shirley Craig, Betty Sanders, JoAnn Sary, Bob Tomenchok, Rudene Vaught, Fred Warner, and Linda Weeks.

Preparation (typing and numbering of badge blanks and duplications for the files)—Joann Christ, Evelyn Marshall, and Karen Sulikowski.

Badge Design—Debbi Hutton.

LETTERS

Mail continues to praise MVS service

Dear Director Paulsen:

I know that you must receive many letters of complaint, considering some of the calls that are received in my legislative office. However, I wish to write and congratulate you on all that you have been doing, since your appointment as Director, to upgrade your department and the services that are rendered. Another excellent incentive is the toll free number for Motor Vehicles Services. Most people seem to be satisfied with the prompt and courteous service they have been receiving at these 800 numbers.

Your "news release" articles have been very informative for me and my staff in keeping us informed as to what is current in Motor Vehicle Services and what new services are becoming available.

Again, congratulations on doing an excellent job in a very difficult position.

Paul Contillo
Senator, District 38

Sir:

I recently needed help in obtaining a motor vehicle stamp to be used in stamping our permit exam cards in our driver education classes. Kathy Tenaglia (Customer Service) was most helpful in responding to our request.

Over the years, I have always found Ms. Tenaglia courteous, responsive, and efficient. I simply want to commend her for her cooperation. MVS is fortunate to have an employee of Ms. Tenaglia's caliber.

Carl M. Albano
Ridgewood High School

Sir:

I would like to share my experience at the New Jersey Motor Vehicle Services with you.

As a New Yorker, I can only say that our New York Division of Motor Vehicles is a nightmare when compared with yours.

I had the occasion to visit the New Jersey Motor Vehicle Agency in North Bergen.

I am happy to report that although the information I needed was somewhat difficult in obtaining, my observations about your staff and the general attitude in the office are most positive.

The staff is pleasant. The client is not given a run-around. I spent about an hour at the office, and was able to observe the manner in which people were served. As a person who has had the occasion to manage a sizable staff, I can only state that the management of your division can take pride in the personnel at the North Bergen office.

I want to express a special message about Daisy Capote. Her efficiency, manner, professionalism, and ability are a credit to your agency. The problem which I presented her with, a title search, took patience and knowledge of your complex system to handle. Handle it she did!

Moreover, I am convinced that Governor Kean's plan to upgrade the image of New Jersey is in full swing in North Bergen. Now when I hear Mr. Kean say, "New Jersey and You," it will have true meaning.

I do much of my shopping in New Jersey and have spent many hours of leisure at my country club in Emerson. As a result of my experience, I want you to know it is a pleasure to know that I am participating in New Jersey's financial well-being.

I hope that for the good of your agency, the work of the staff in North Bergen, and especially Daisy Capote, is appreciated.

Hollander Family
The Bronx, N.Y.

Sir:

With so many negative charges these days, I'm happy that at least one government employee I've been fortunate enough to have dealings with is doing a bang-up job. Her name is Mrs. Nancy Loveland, and she's employed at the Morristown Motor Vehicle Agency, 186 Speedwell Avenue.

Last week I took our hopelessly muddled motor vehicle affairs to her. When I say muddled, I mean all three of our cars misregistered—don't give your son the same name you have!!—Purple Heart plates for my WWII husband registered to our 23-year-old son, cars in one name registered to the license of another family member and so on.

Thank heavens Mrs. Loveland was there to rescue me. She spent an hour or more on four afternoons unravelling this tangle. During that time she was unfailingly tactful, knowledgeable, intelligent, efficient, and even smiling. She should be cloned so that every government office can benefit from so helpful an employee.

Please commend her for me.

Mrs. Virginia Anderson
Morristown

Sir:

This is a heartfelt thank you from me for your caring, cooperative attitudes. Our driver is most grateful for the restoration of her license and is extending a heartfelt thank you as well.

Everyone who I spoke with—Joy Chappell, Betty Nielsen, Sharon Martelloni, Cathy Mathes (Medical Fitness Unit) and those whose names I didn't get—could not have been more helpful or pleasant.

The above mentioned staff were all very professional and dedicated. They reflected a very positive image for their unit.

Mrs. Barbara Sirianni
Transportation Secretary
Mt. Olive Twp. Board of Education
and Mrs. Beverly J. Stickle (driver)

Sir:

I just had to drop you a few lines to express my gratitude for the kindness Dorothy Brown (Customer Service) gave me regarding the information I needed about my auto. It is people like her that make people like me feel good about what life is all about.

Frank Picardi
Bricktown

TALE LITE

State of New Jersey
Thomas H. Kean, Governor
Department of Law and Public Safety
Cary Edwards, Attorney General
Motor Vehicle Services
Glenn R. Paulsen, Director

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